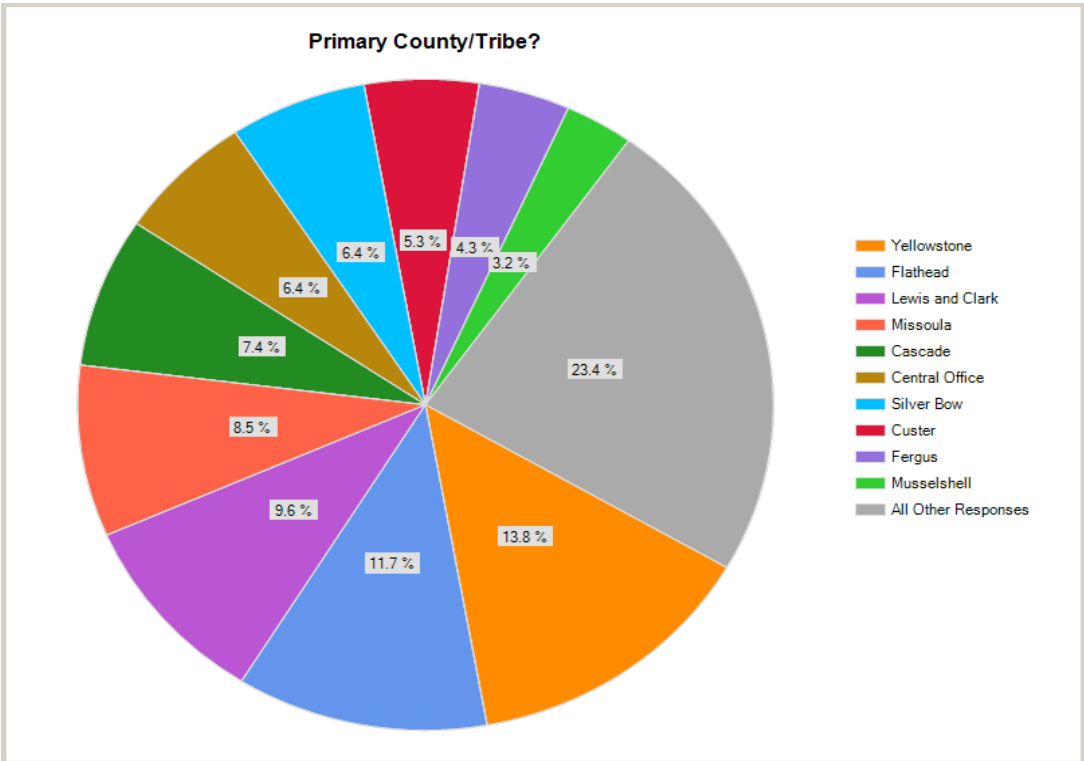
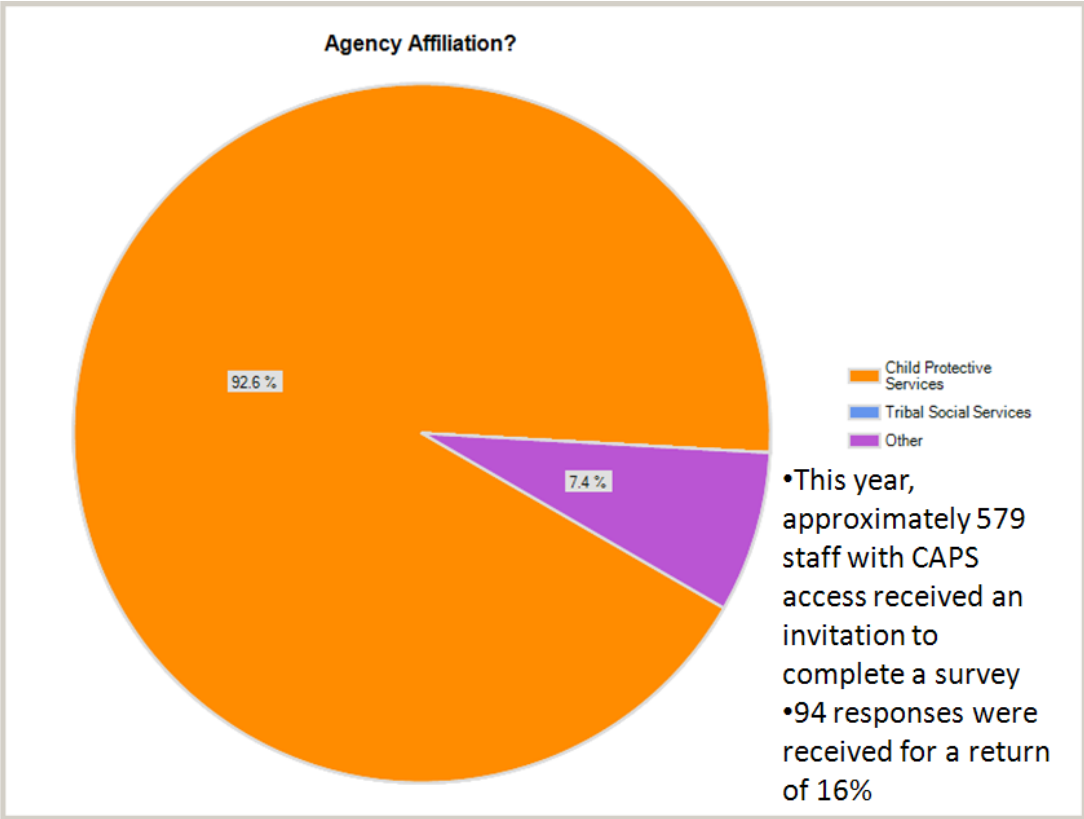
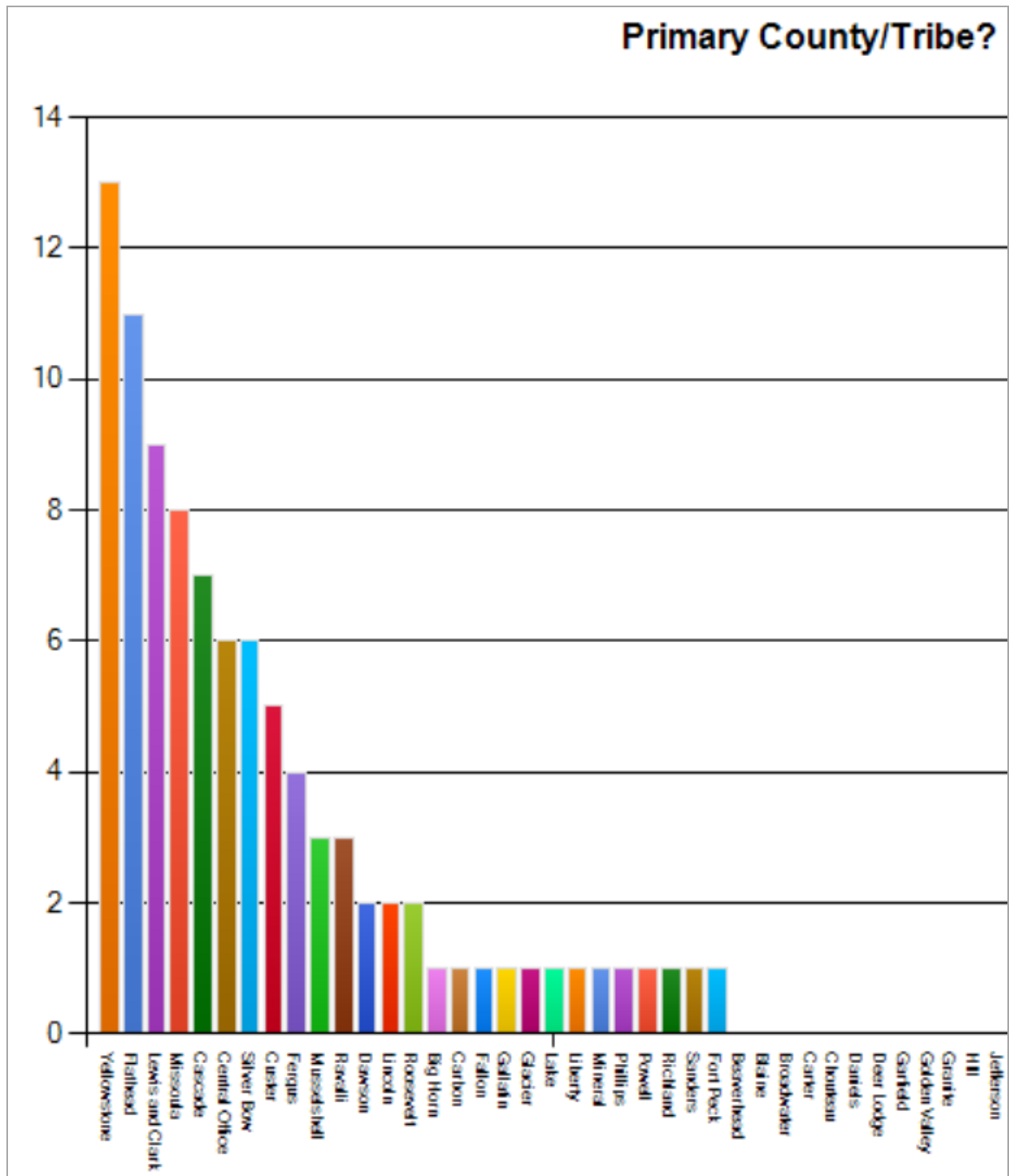


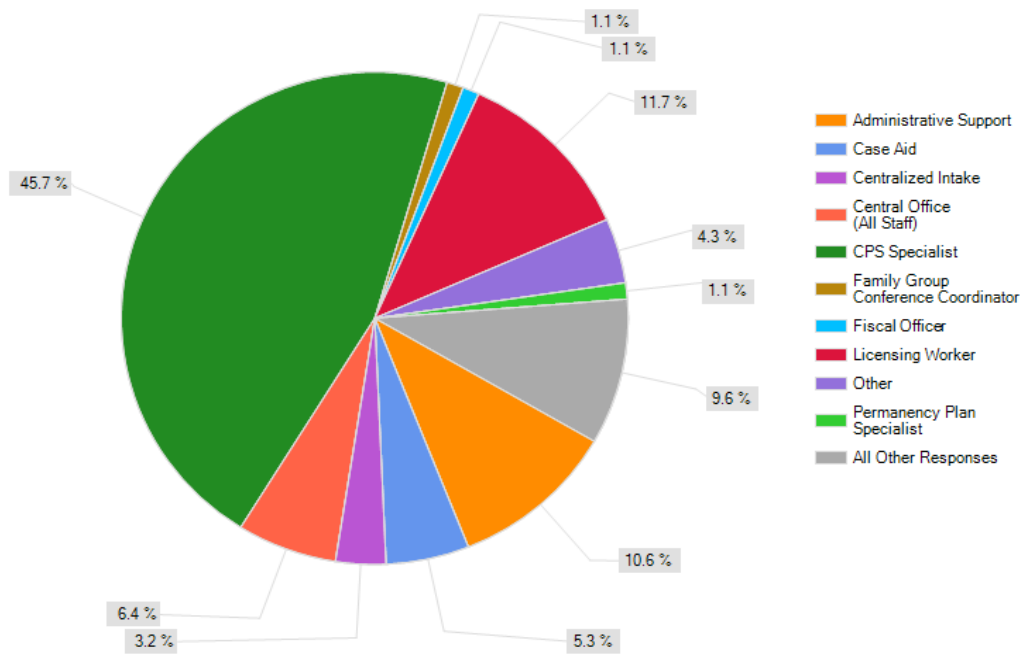
SURVEY STATISTICS



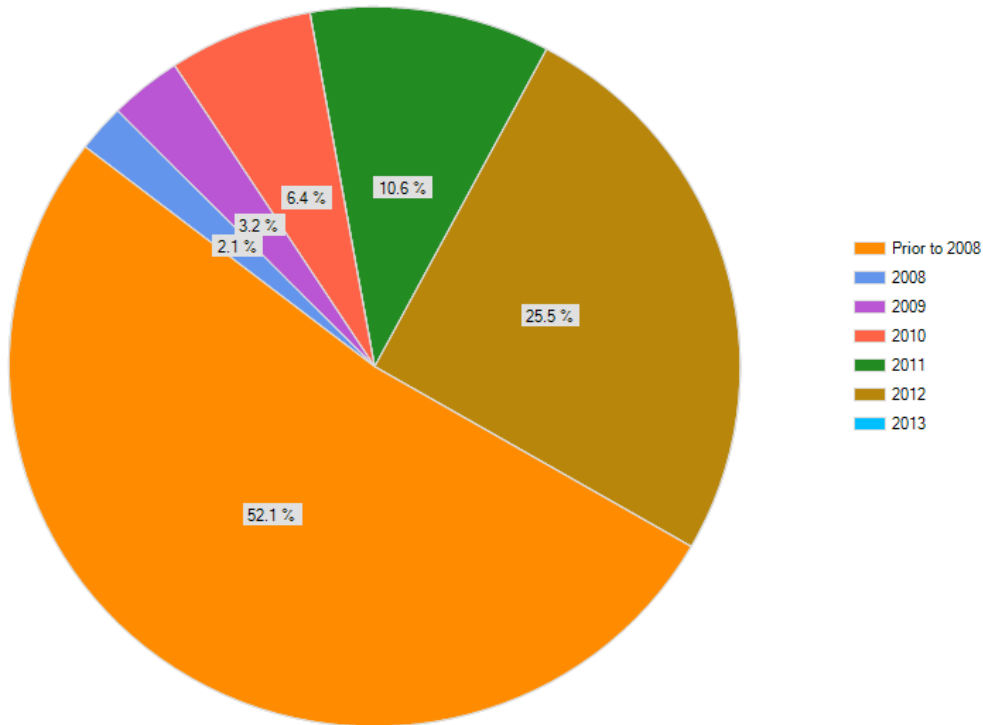


Primary County/Tribe – Descending
 (Reflects breakdown of all entities with at least 1 survey response)

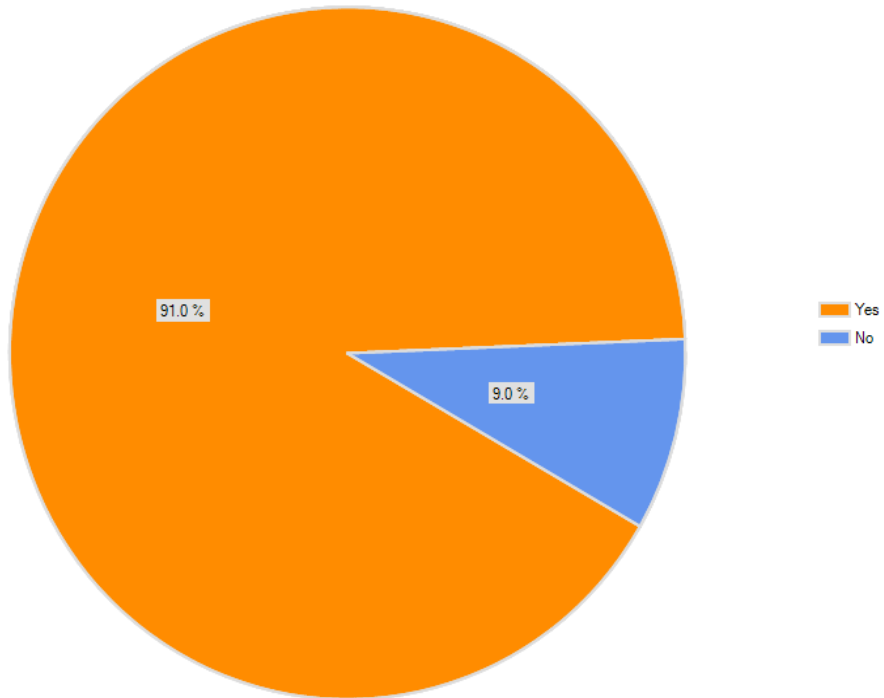
Staff Type?



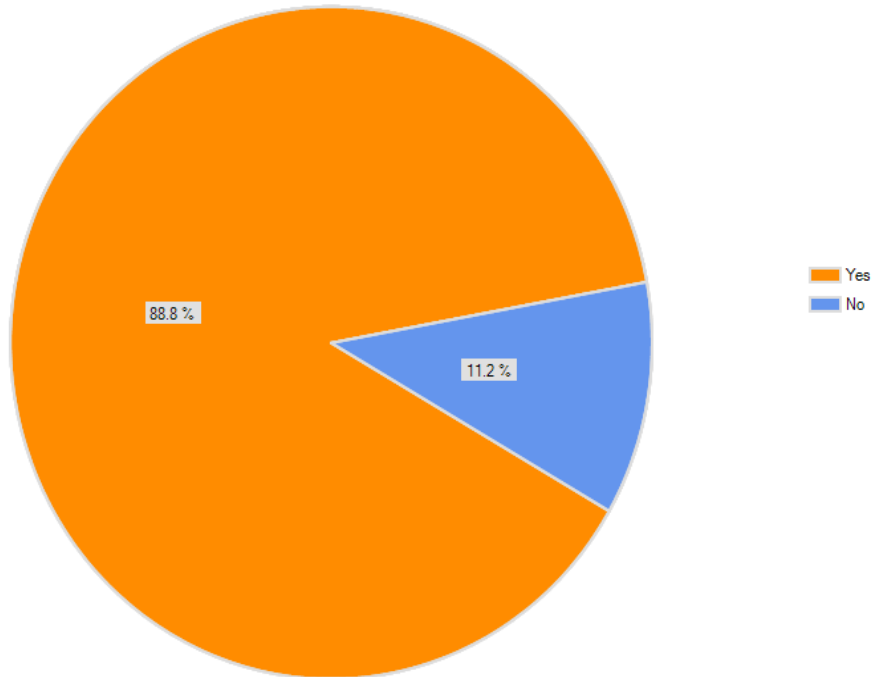
Year of hire?



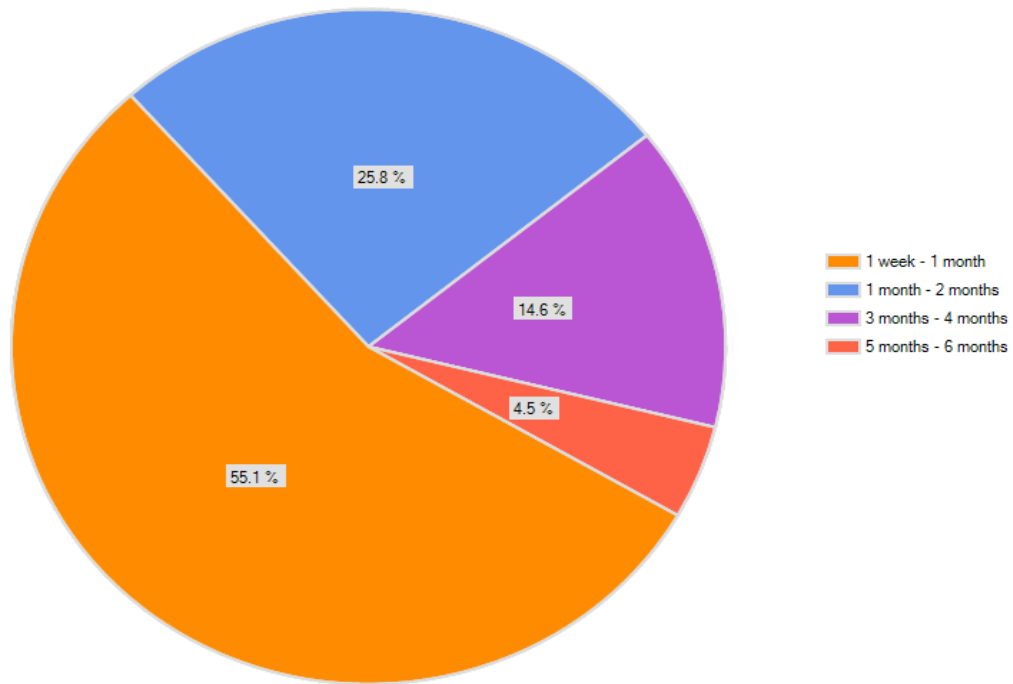
Do you know how to register for CAPS training sessions?



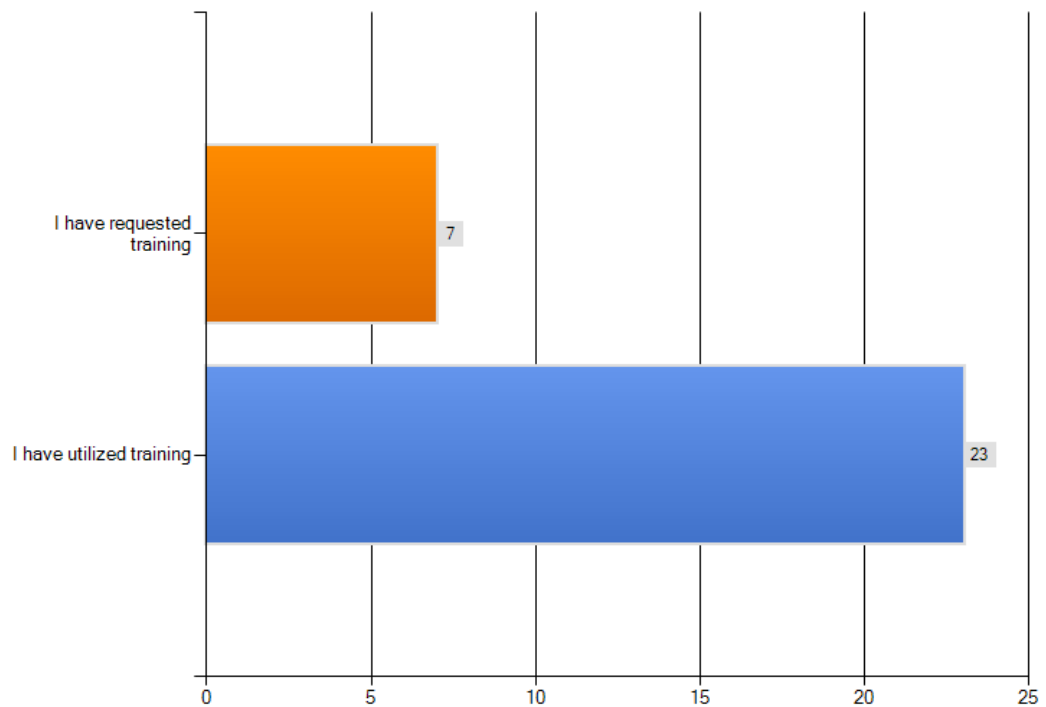
Child and Family Services policy states that new employees are required to attend CAPS system training within six (6) months of hire. Were you able to attend CAPS system training within that timeframe?



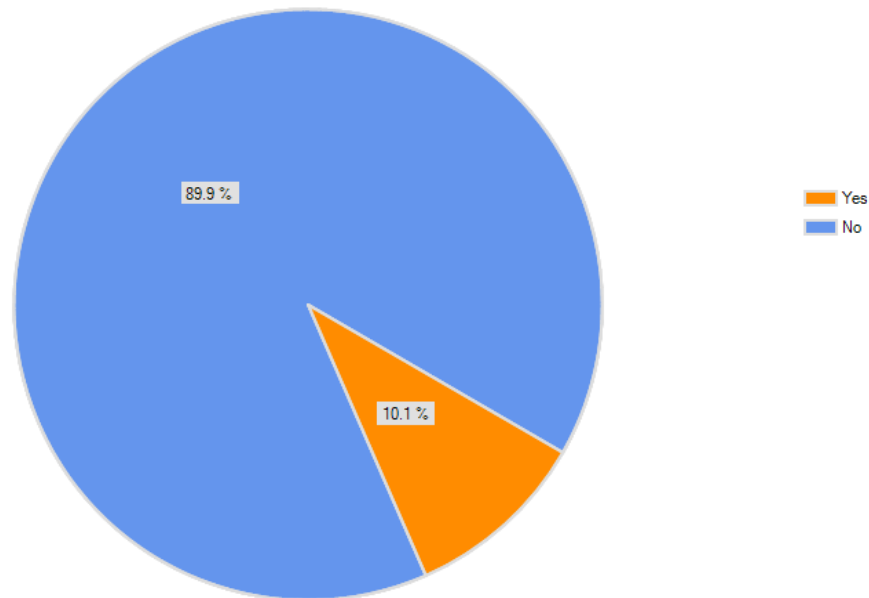
How long do you feel someone should be at their job prior to attending CAPS system training?



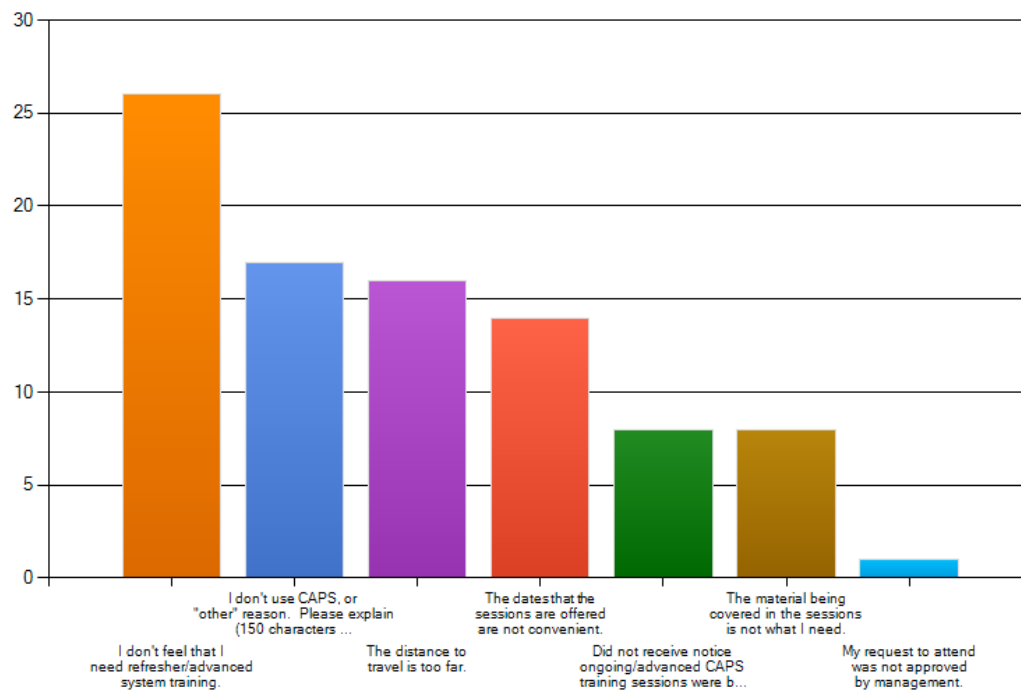
Training on other programs such as Word, Excel, and Outlook are available via the DPHHS OURS website and other means. Have you ever requested and/or utilized this training?



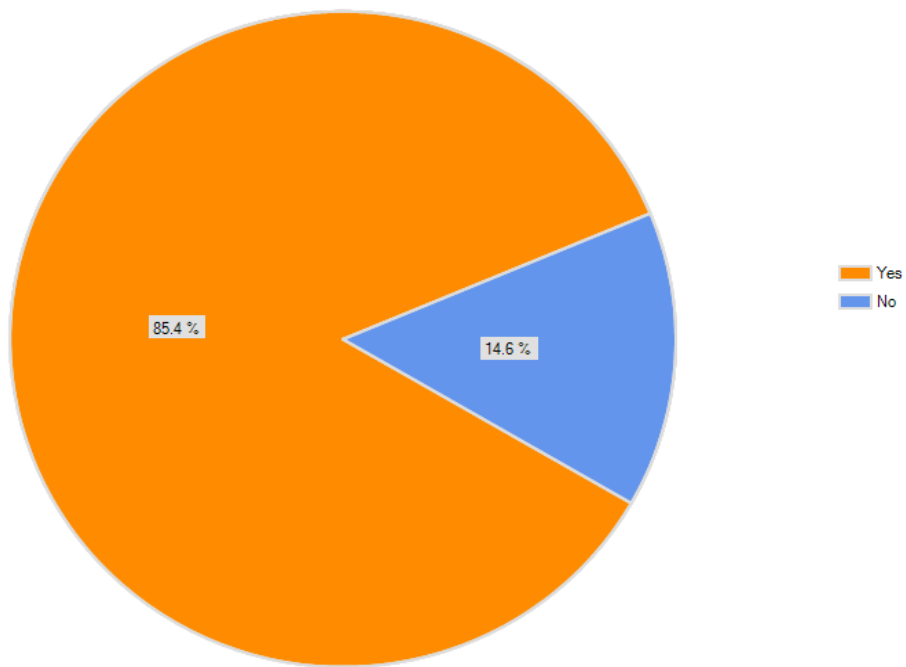
Refresher CAPS system training sessions offer workers an opportunity to receive hands-on, in-person training on all recent CAPS changes. Workers have the opportunity to practice working with the changes in a safe, training environment. Refresher training sessions also offer workers the chance to discuss any specific system issues that they need assistance with at that time. All employees are offered this one day CAPS system training at three different times throughout the year. Have you ever attended a CAPS refresher training session?



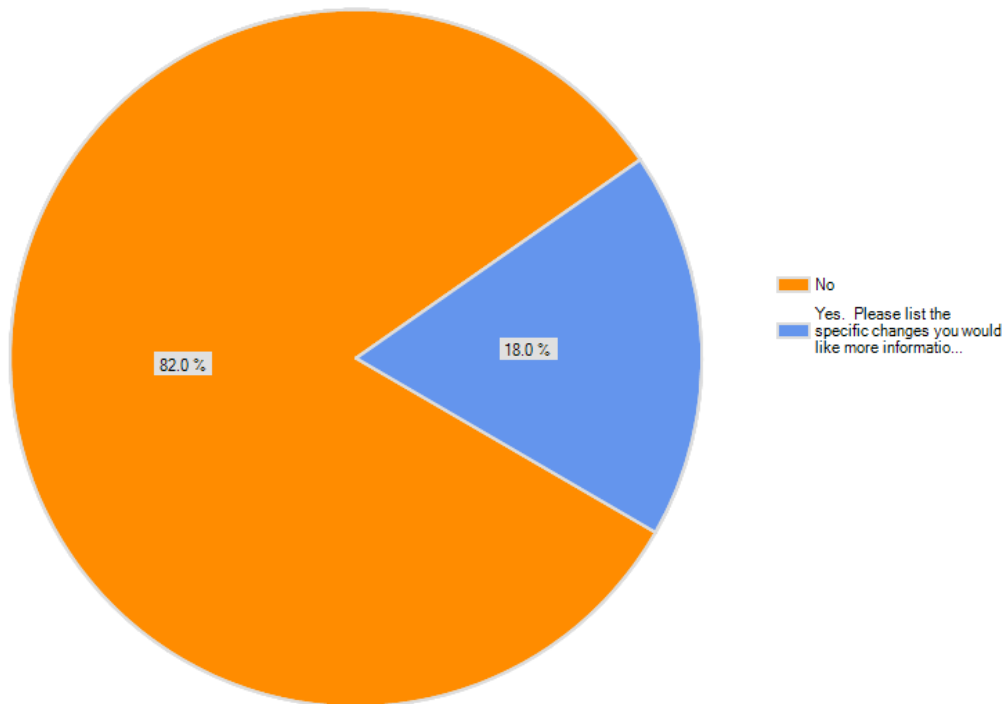
During 2012, CAPS refresher system training sessions were offered in Helena in March, June and September. Please identify any factors that prohibited you from attending these sessions and that could potentially prohibit you from attending future refresher training sessions (Check ALL that apply):



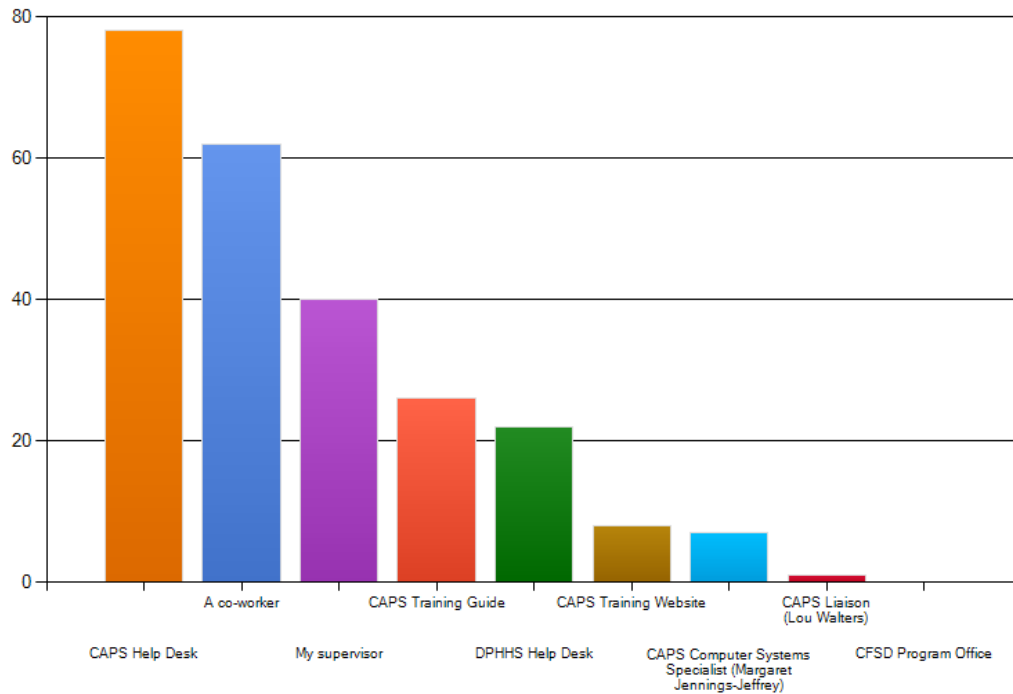
When there are policy changes that result in changes in CAPS system use, would you like to see the CAPS changes co-presented with the policy changes during quarterly policy webinars?



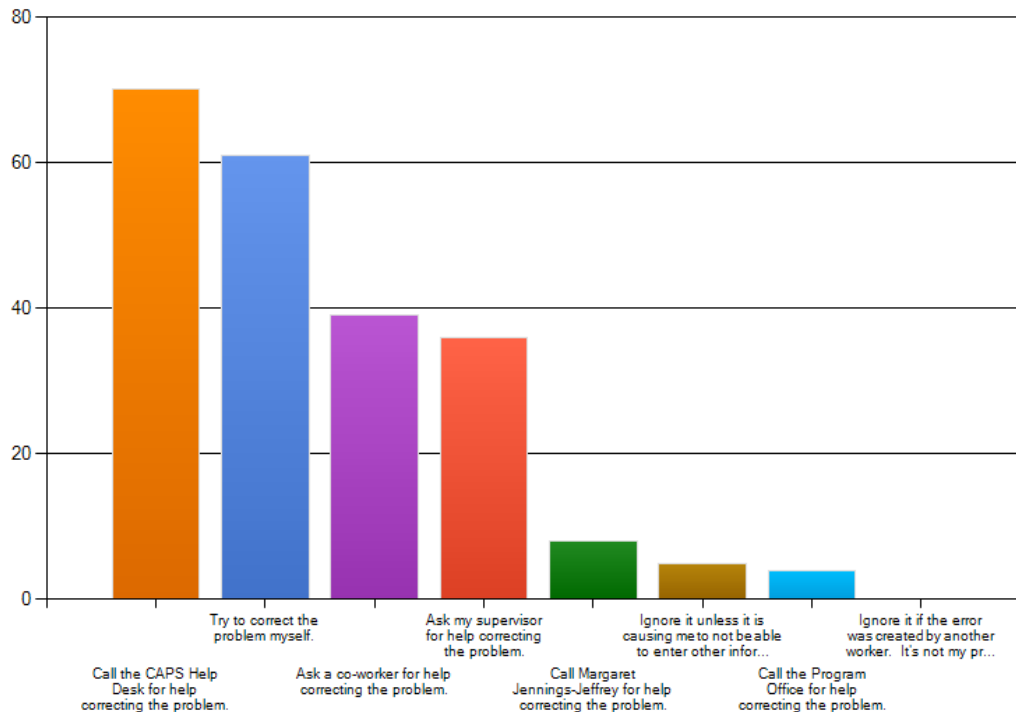
Of any of the recent CAPS changes, would you like any additional information or training?



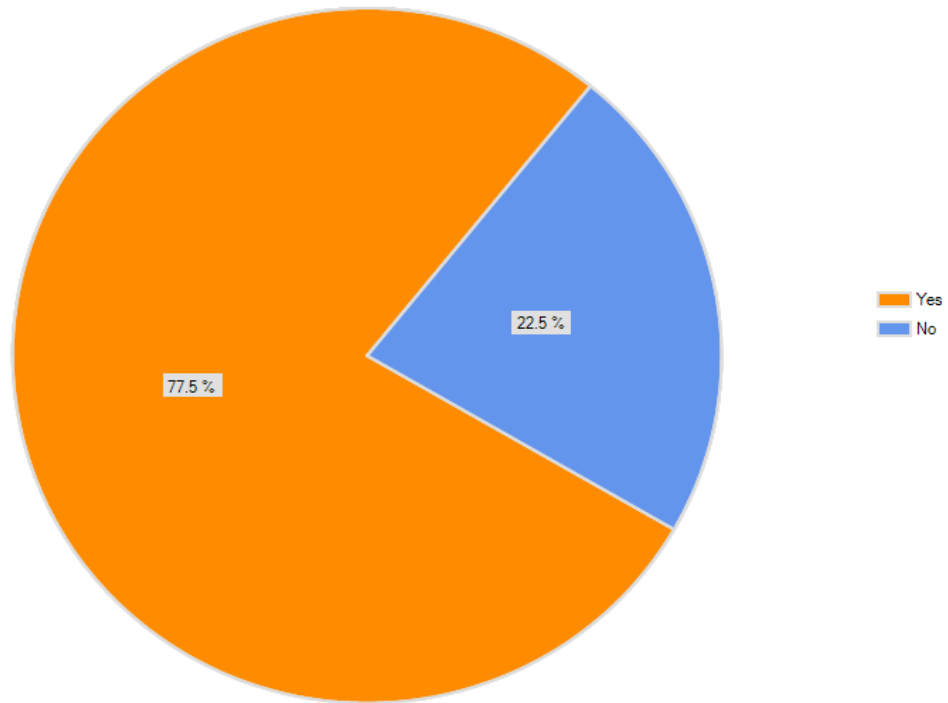
When you experience CAPS system issues/problems, who do you contact or where do you go to get help? (Check ALL that apply.)



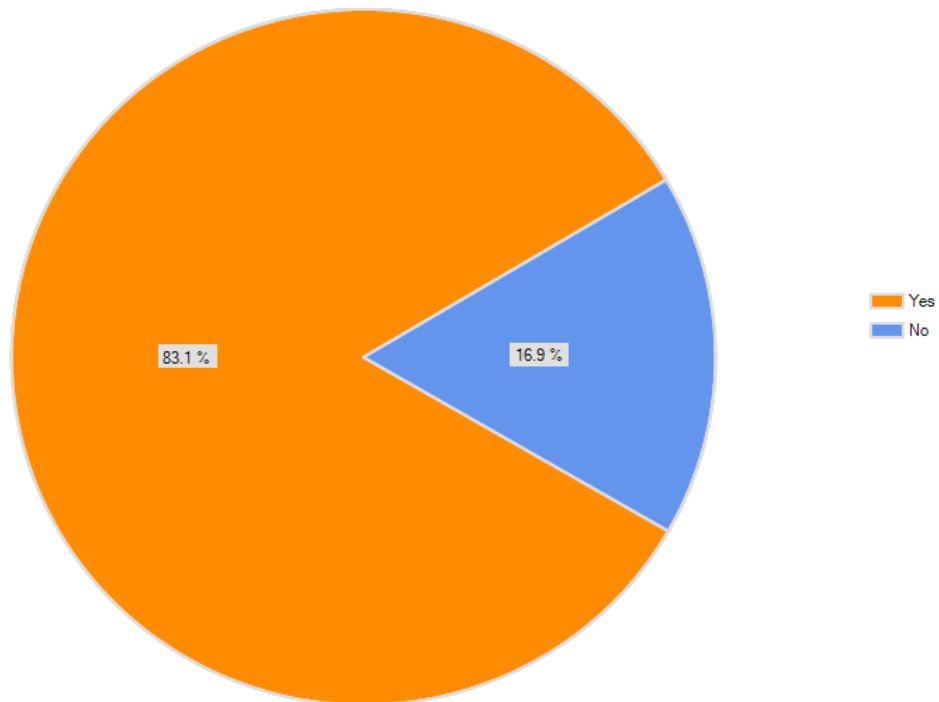
When you create and/or notice data entry errors in the CAPS system, what do you do to correct them? (Check ALL that apply.)



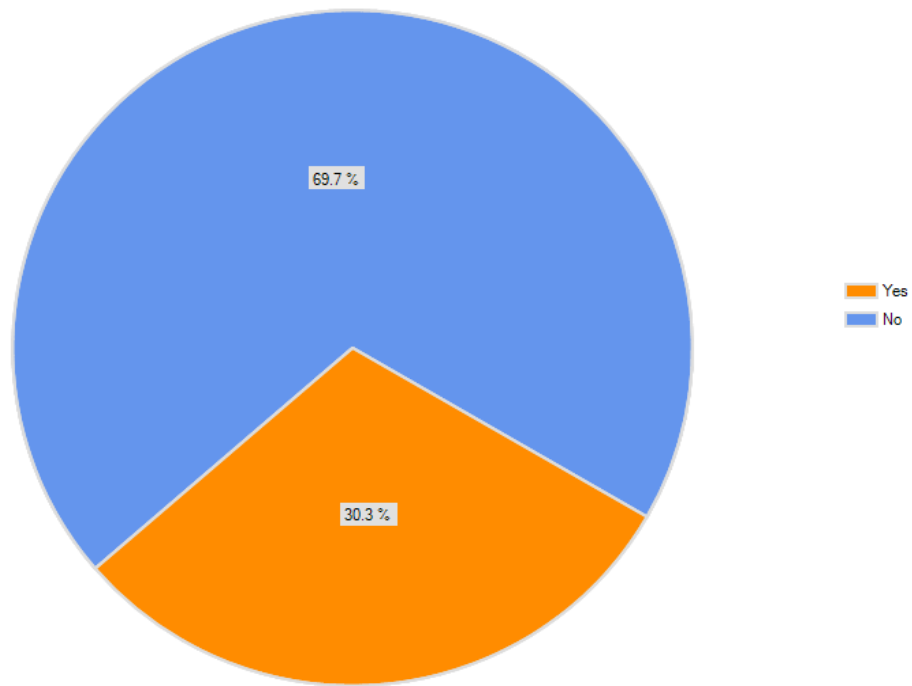
Have you ever been informed of, or are you aware of, how the information that you enter into the CAPS system is utilized?



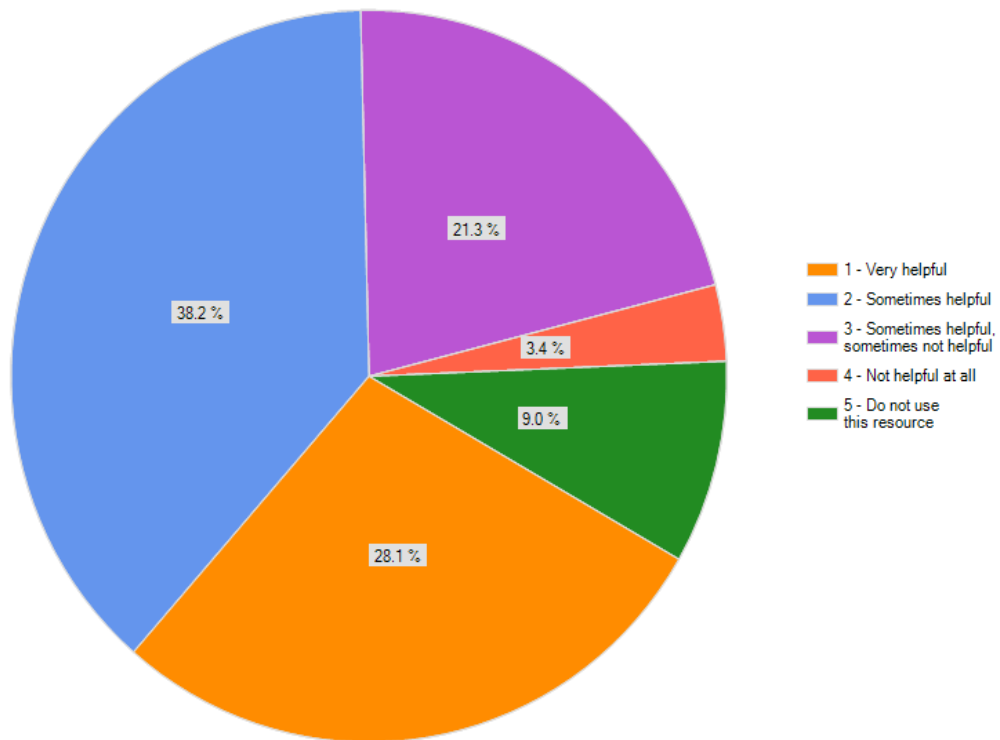
Do you feel knowing how the information that you enter into CAPS is utilized is important in helping you enter that information? Why/why not?



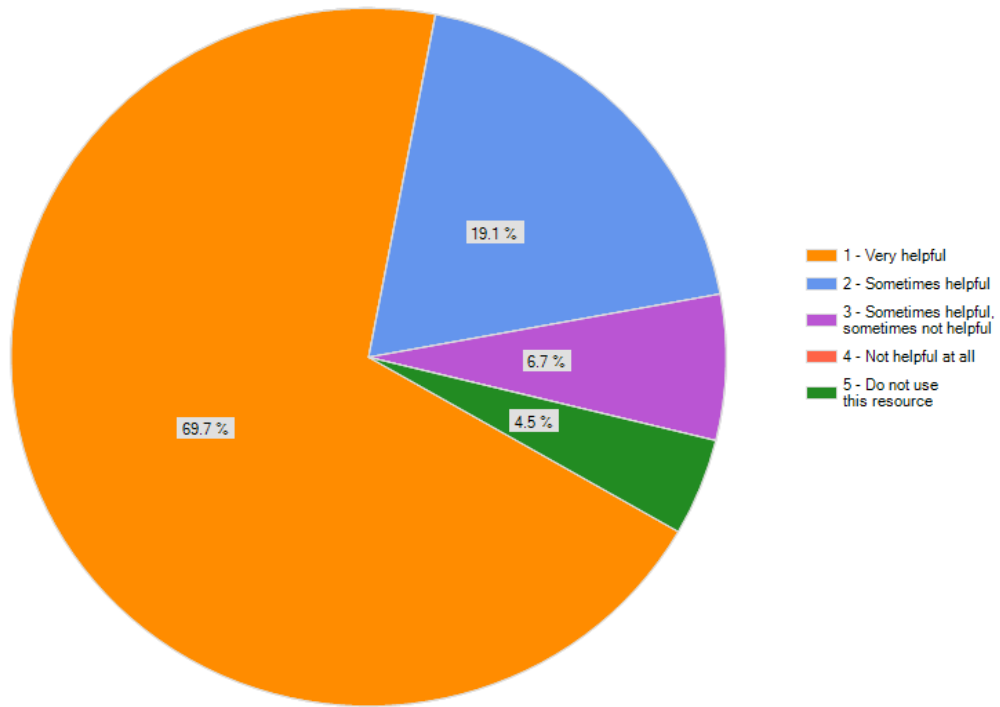
Do you know which screens and data in CAPS need to be completed when supervising an out-of-state client?



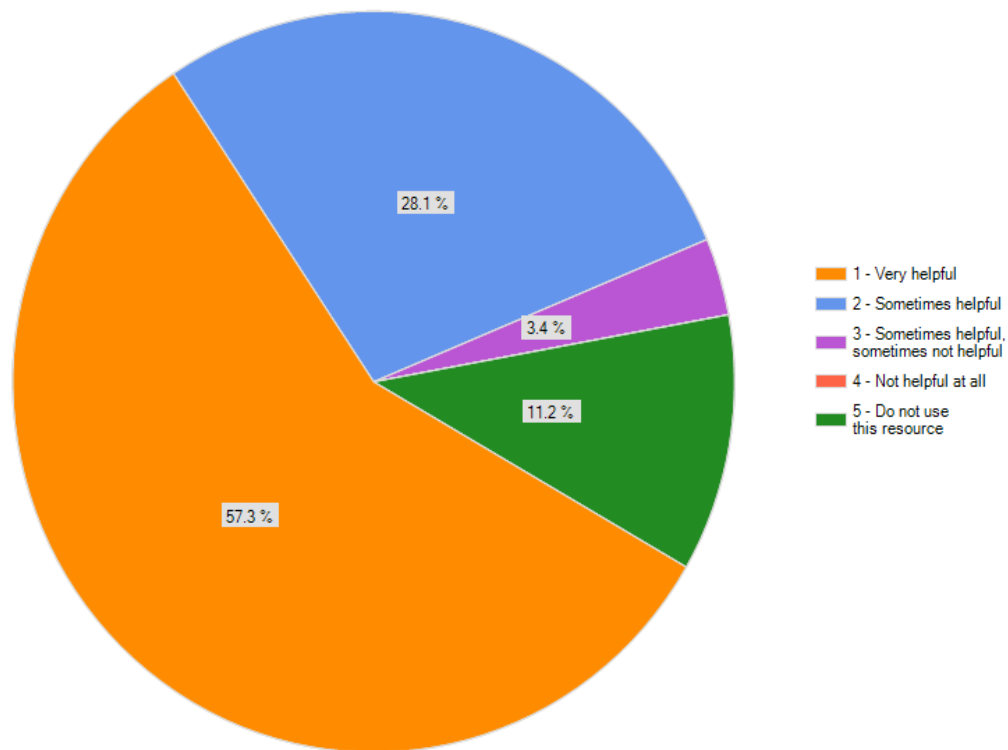
CAPS Training Materials



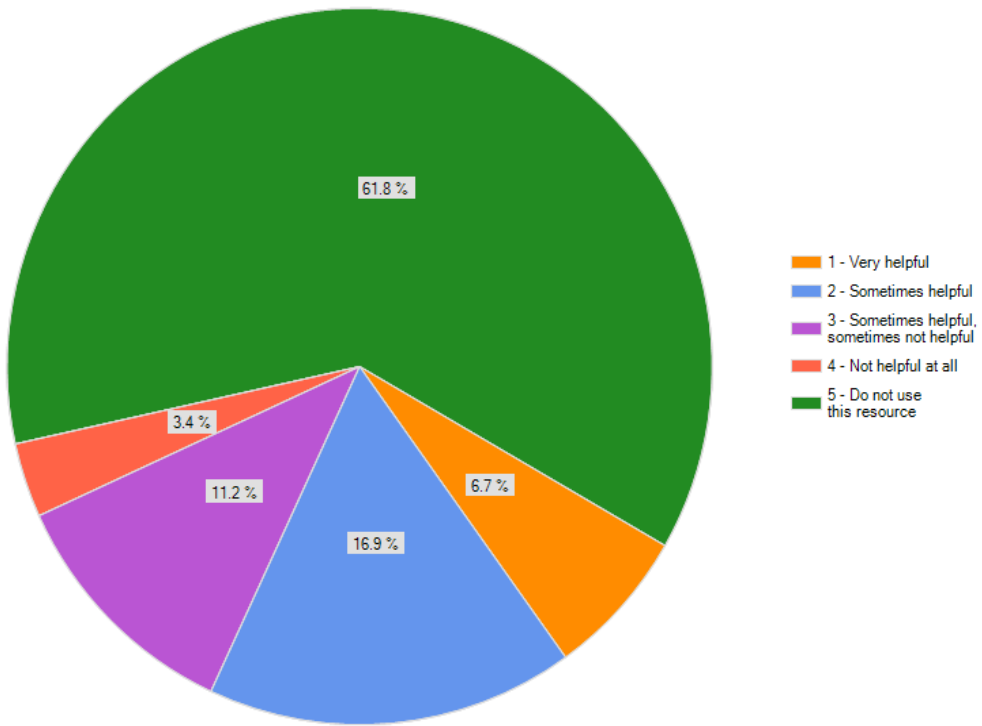
CAPS Help Desk



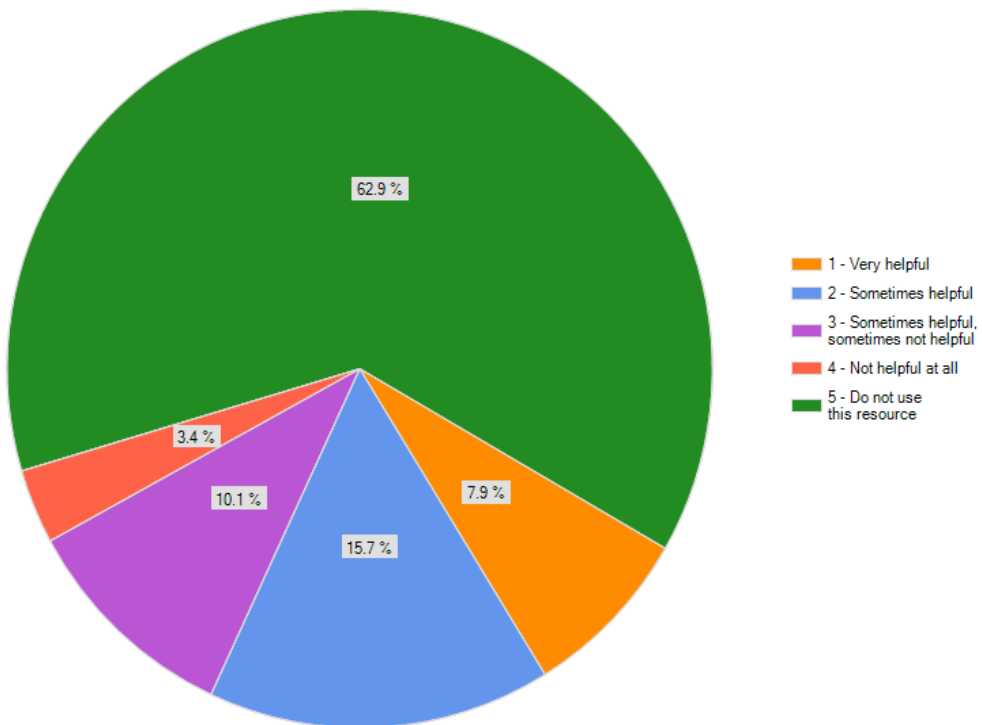
DPHHS Tech Support Help Desk



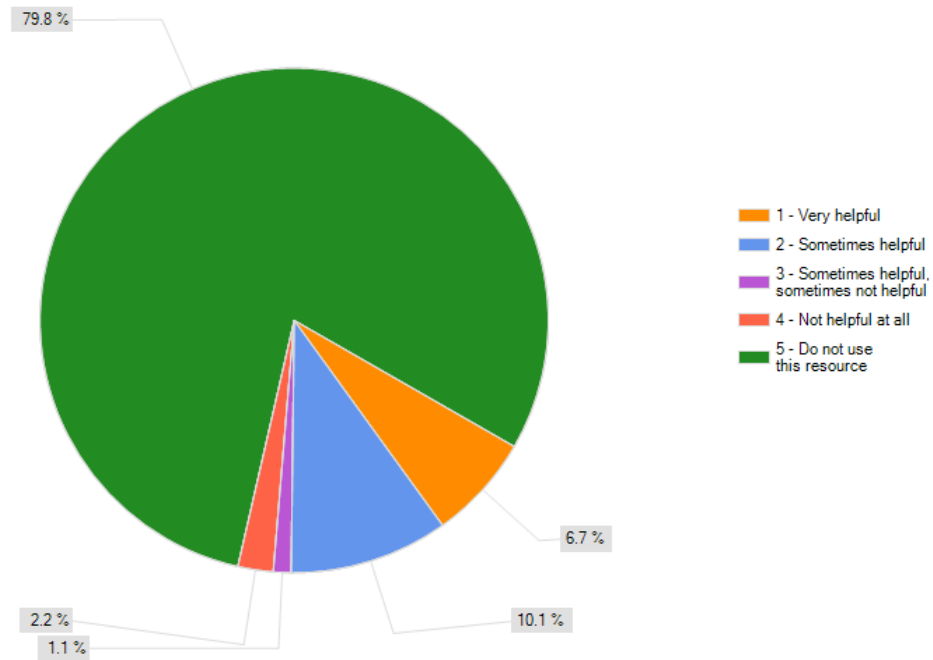
CAPS Online Help (F1)



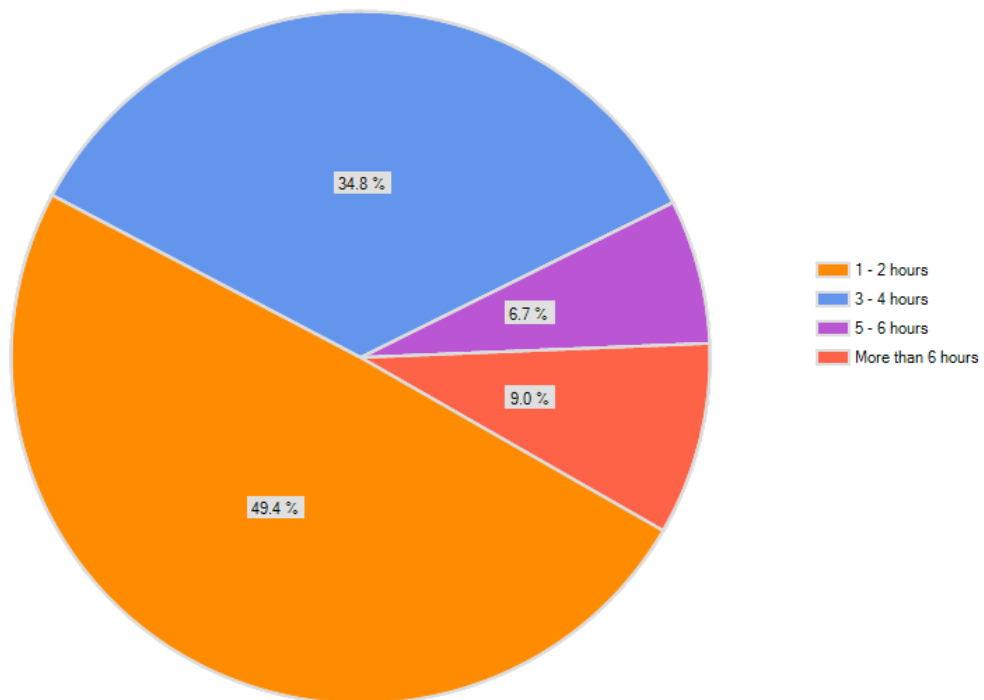
CAPS Training Website



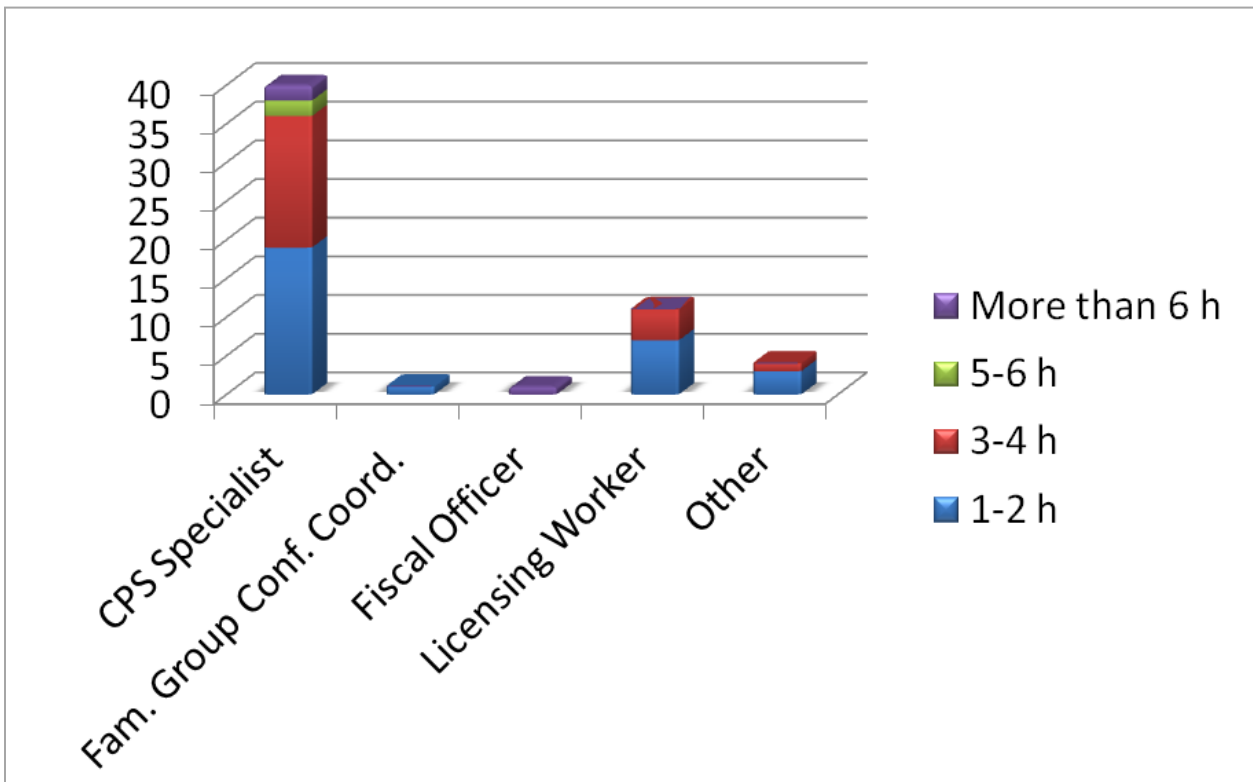
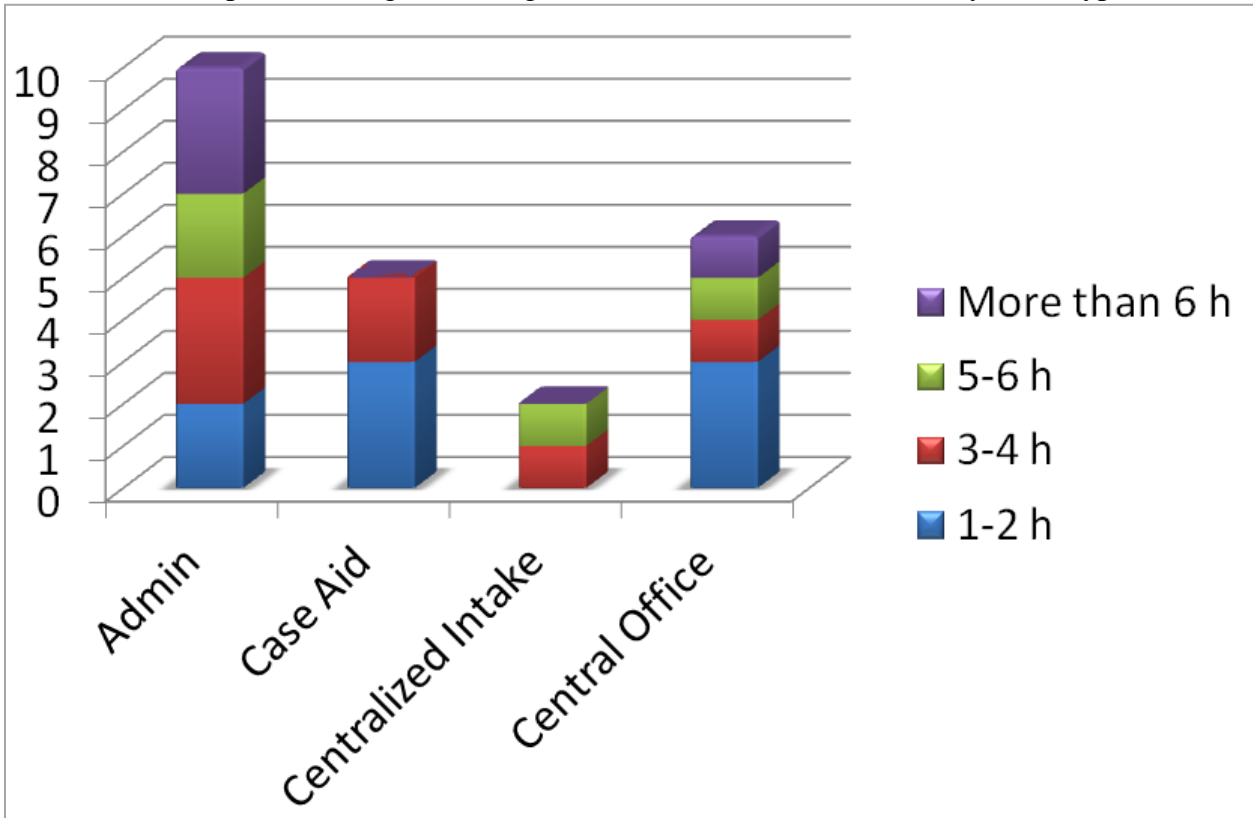
CAPS Advanced Training Classes

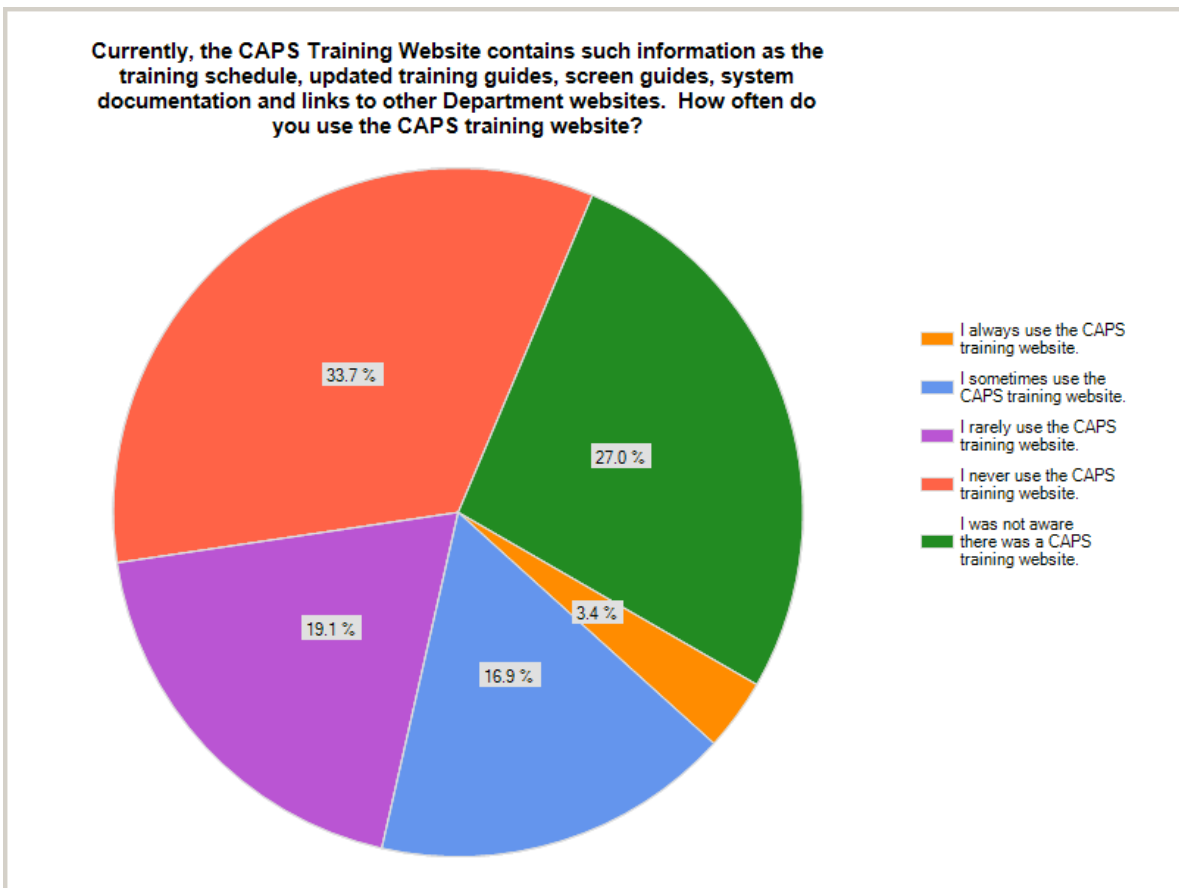
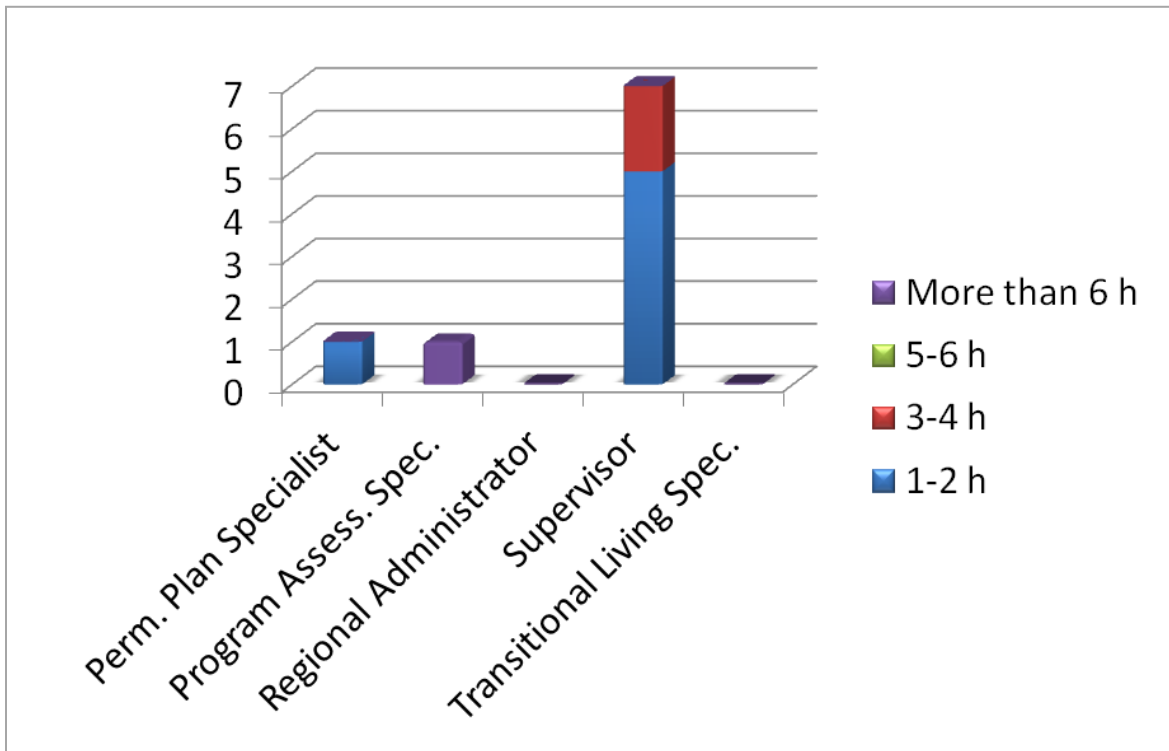


How many hours of your workday would you say you spend entering/accessing information in CAPS/DocGen (on average)?

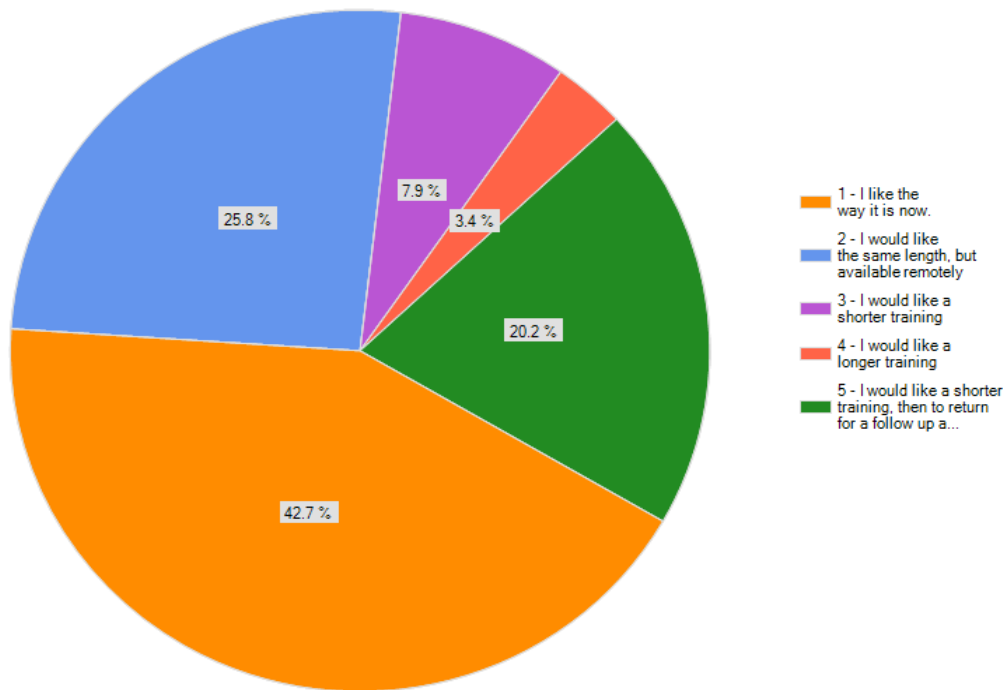


Hours Spent Entering/Accessing Information in CAPS/DocGen, by Staff Type

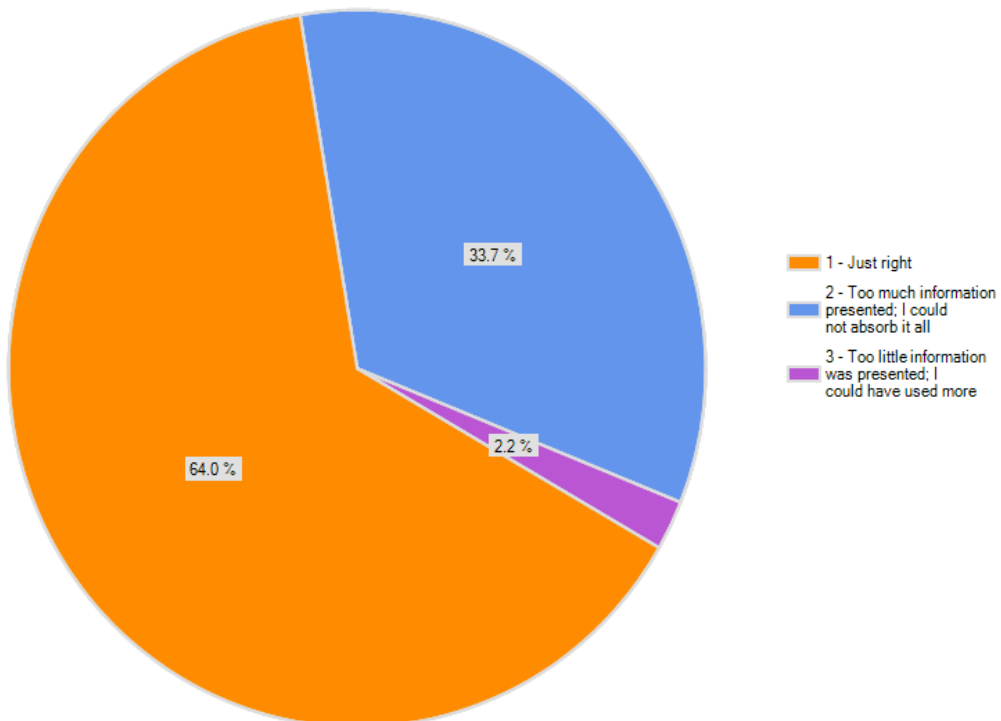




CAPS Training Methodology (currently sessions are in Helena / in person / hands-on classroom training)



CAPS Training Content Volume (amount of information presented; is there enough content/too much content for one session, etc.)



CAPS Training Content Order (the order in which CAPS topics are presented at training)

